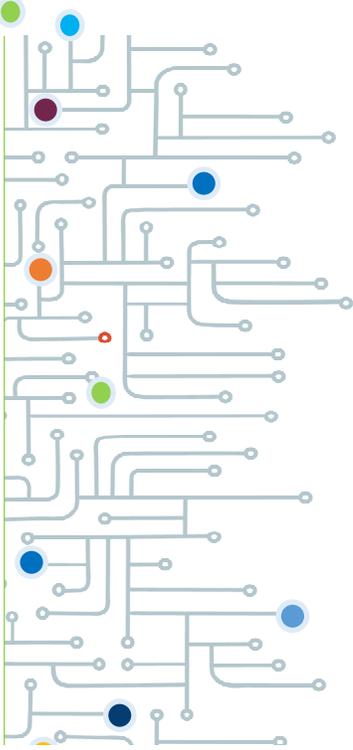


TRAC PARTNERS:

- Marigold Library System
- Northern Lights Library System
- Peace Library System
- Yellowhead Regional Library



## Enhance resource sharing services and support

1. Reinforce principles and benefits of resource sharing.
2. Add e-content to TRACpac.
3. Refine TRAC communications to member libraries.

## Be innovative and adaptable to technological possibilities

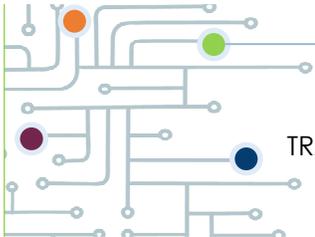
1. Investigate and implement TRAC related technologies to enhance service for members.
2. Seek opportunities for TRAC member library systems to collaborate.

## Message from the President

This Plan of Service lists two ambitious goals which will serve to guide TRAC for three more years, 2019 to 2021, while keeping in mind the thoughts and wishes from our library trustees and staff gathered from recent surveys and conversations. These two goals empower TRAC to enhance service and support while being responsive and fiscally accountable. We all know how integral TRAC's success is to each of our own library organization's success, and we have high hopes that TRAC will remain current and relevant to our library patrons and staff.

~ Michelle Toombs, CEO  
Marigold Library System

TRAC (The Regional Automation Consortium) is a dynamic organization that is appreciated and highly regarded by public library trustees, staff and patrons. TRAC launched in 2001 with ambitious expectations to propel public library service into the future with appealing online content and convenience, and with technical innovations. Throughout TRAC's existence, TRAC has been, we can proudly say, a leader in Alberta for effective collaboration, with a steady commitment to service excellence from four library systems (Marigold, Northern Lights, Peace and Yellowhead) representing 180 public libraries in Alberta. Our patrons value the great selection in the TRACpac online catalogue and ease of borrowing that is possible because TRAC supports one database of bibliographic records for all four library systems; operates one library system, Polaris, with consistent operational practices; and invests in a common communications interface throughout our vast regions.



## VISION

TRAC transforms library service through collaboration and innovation.

## MISSION

TRAC supports and elevates resource sharing for member communities through leadership and technology.